

## **Privacy Act Statement**

Authority to request this information is granted under: Executive Order 12862 (Setting Customer Service Standards); The Government Performance and Results Act of 1993 (Pub.L. 103-62); The President's Management Agenda. License to administer this survey is granted per DoDI 1100.13 (1996) under WHS/DMDC Report Control Symbol XXXXXXXXX which expires on XX/XX/XXXX.

**PURPOSE:** Information collect by this survey will be used to report attitudes and perceptions about products and services provided by the Naval Facilities Engineering Command. This client feedback is used to establish service goals, determine product/service offerings, and evaluate NAVFAC's overall performance. Detailed findings will be published on a NAVFAC website that is password controlled for use by NAVFAC employees only. A high level summary report (also password controlled) will be made available to all NAVFAC clients.

**ROUTINE USES:** The data will be used by NAVFAC organizations for identifying opportunities to improve their business operations and the resulting products and services delivered to clients.

**ANONYMITY:** All responses will be held in confidence. Information you provide will be statistically summarized with the response of others and will not be attributable to any single individual.

**PARTICIPATION:** Providing information on this survey is voluntary. There is no penalty if you choose not to respond. However, maximum participation is encouraged so that the data will be complete and representative.

## FacTS Client Survey Definitions

### **Acquisition Skills**

Those skills (i.e., development of performance work statements, negotiation, pricing/costing, modification of contracts, writing contracts, etc.) related to the effective procurement of products and services in a manner that matches Client time and cost requirements.

### **Alternatives**

Offering choices between two or more things only one of which may be chosen.

### **Follow up**

Maintaining contact with a person or organization, after a product or service has been provided, for the purpose of ensuring that there are no outstanding issues, which need to

### **Innovative Solutions**

New and different ideas for accomplishing the desired product or service (i.e., "outside of the box" thinking).

### **Liaison Officer**

A Liaison Officer coordinates product and service delivery to provide seamless service to

### **Meet my mission needs**

The ability to get the job done or perform what is expected; usually focused on military operational objectives.

### **NAVFAC**

The Naval Facilities Engineering Command (NAVFAC) manages the planning, design, construction and public works support for shore facilities for U.S. Navy activities around the

### **Products and Services**

NAVFAC products and services include:  
Base Development, Planning, and Design  
Military Construction  
Public Works (Base Operations & Support)  
Utilities & Energy Services  
Base Realignment & Closure  
Environmental Services  
Weight Handling Equipment  
Military Operations & Contingency Engineering (Seabees)  
Acquisition  
Real Estate  
Family & Bachelor Housing

## FacTS Client Survey Definitions

**Quality**

A degree of excellence in products or services; meets or exceeds expectations with regard to function and performance.

**Responsive**

Quick to react appropriately.

**Responds Quickly**

Very short time lapse between inquiry from the Client and response from the organization.

**Status**

The existing condition of a specific action.

**Technical and Facility Management Skills**

Those skills related to engineering, maintenance, architecture, environment, real estate, planning, financial management, etc., that are necessary to produce high quality products

**Timeframes**

A specific period of time with respect to some project or action.

**Value**

A fair return or equivalent in goods or services relative to its cost.

**Work Well Together**

Effective teamwork, skills and knowledge of team members optimized with excellent results.

## NAVFAC Client Survey: Core Items

### NOTES:

- 1     The words in green are defined under the definitions button of the Client Instrument and will be shown in pop ups on the 2004 deployment version of the survey. The current version of the survey on the website does not have this capability.

Question Number	Question	Category
L1	NAVFAC is <b>responsive</b> to my organization's needs.	Client Relationships
L2	NAVFAC honors its commitments to me in terms of <b>product and service</b> delivery (e.g., on time, within budget, meeting <b>quality</b> expectations).	Delivery System
L3	NAVFAC recommends <b>innovative solutions</b> to satisfy my requirements.	Delivery System
L4	NAVFAC delivers products and services within agreed upon <b>timeframes</b> .	Delivery System
L5	NAVFAC personnel provide me the <b>alternatives</b> I need to meet my requirements.	Workforce Competency
L6	NAVFAC <b>follows up</b> with me after product and service delivery to ensure no outstanding issues exist.	Client Relationships
L7	If issues surface that could impact the delivery of products and services, NAVFAC <b>responds quickly</b> to resolve them.	Client Relationships
L8	If problems occur in the delivery of products and services, NAVFAC keeps me informed on their <b>status</b> .	Client Relationships
L9	Compared with other providers of similar products and services, I get good <b>value</b> for my money from NAVFAC.	Delivery System
L10	NAVFAC provides the products and services that enable me to <b>meet my mission needs</b> .	Client Relationships
L11	NAVFAC personnel work closely with me to understand my current requirements.	Client Relationships
L12	NAVFAC personnel respond quickly to my questions regarding new projects.	Client Relationships
L13	NAVFAC keeps me current on the status of my projects.	Client Relationships
L14	It is easy for me to contact NAVFAC personnel who can answer my questions.	Client Relationships

Question Number	Question	Category
L15	NAVFAC personnel treat me with respect and courtesy.	Client Relationships
L16	NAVFAC providers (e.g., EFDs/EFAs/PWCs/Specialty Centers) <b>work well together</b> to leverage a full range of products and services to meet my requirements.	Client Relationships
L17	NAVFAC works with me to identify my organization's future requirements.	Client Relationships
L18	I have confidence that NAVFAC will use my feedback to improve the products and services provided to me.	Client Relationships
L19	I have confidence in NAVFAC's <b>technical and facilities management skills.</b>	Workforce Competency
L20	I have confidence in NAVFAC's <b>acquisition skills.</b>	Workforce Competency
L21	I plan to continue doing business with NAVFAC.	Overall Satisfaction
L22	I would recommend NAVFAC to others.	Overall Satisfaction
L23	Overall, I am satisfied with the products and services that NAVFAC has provided to my organization.	Overall Satisfaction
L24	I am personally acquainted with the NAVFAC <b>Liaison Officer</b> (e.g., Activity Liaison Officer, Tenant Liaison Officer, Zone Production Officer, Client Service Representative, Regional Operations Officer) assigned to my organization.	Client Relationships
L25	My NAVFAC Liaison Officer is a valuable link between my organization and the NAVFAC community.	Client Relationships
L26	I am satisfied by the amount of time my NAVFAC Liaison Officer spends with my organization.	Client Relationships

## NAVFAC Client Survey: Competition Items

Question Number	Question	Notes for 2004 Enhancements
C1 C2 C3	<p>Please select the top three reasons why you do business with NAVFAC from the pull down menu at the right.</p> <p>Price Quality Timeliness Workforce Professionalism Ease of Doing Business Product &amp; Service Options Acquisition Capabilities &amp; Tools Technical Capabilities Proactivity in Seeking My Business Close Proximity of NAVFAC Providers Regulatory/Mandated Requirements Mission Funding for Products/Services Other*</p>	<p>*If the client chooses Other, the program will go to the next page and provide space for the client to type in the information he/she chooses. Space should be limited to 50/100 characters to prevent overload.</p>
C4 C5 C6	<p>Please select the top three "facilities" providers you do business with other than NAVFAC from the pull down menu at the right. If all of your business is with NAVFAC, please select NAVFAC Only.</p> <p>NAVFAC Only** General Services Administration (GSA) Army Corps of Engineers (COE) Navy Personnel Command (NPC) Navy Exchange Service Command Defense Commissary (DeCA) Marine Corps Community Services (MCCS) Air Force Center for Environmental Excellence Defense Logistics Agency (DLA) Department of Energy (DOE) Army Air Force Exchange Service (AAFES) NAVSUPSYSCOM (FISC) U.S. Property and Fiscal Office Army Community &amp; Family Support Center SPAWAR Other*</p>	<p>**If the respondent answers NAVFAC Only to this question, the plan is to have the program automatically skip the next competition questions and go immediately to the 1st narrative question. This will prevent the respondent from making inaccurate choices on the following competition questions that really skew the results. For an additional data quality check after the survey closes, write a program to zero out any items where response C4 is NAVFAC Only and C5 and C6 have been answered.</p> <p>*See comment above.</p>
C7	<p>Based on the last 12 months, please <u>estimate</u> the <b>total</b> amount of money you have spent with providers other than NAVFAC by selecting a \$ value from the pull down menu at the right.</p> <p>Less than \$500,000 \$500,000-\$5 Million Greater than \$5 Million</p>	

## NAVFAC Client Survey: Competition Items

Question Number	Question	Notes for 2004 Enhancements
C8 C9 C10	<p>Please select the top three reasons for doing business with providers other than NAVFAC from the pull down menu at the right.</p> <p>Price Quality Timeliness Workforce Professionalism Ease of Doing Business Product &amp; Service Options Acquisition Capabilities &amp; Tools Technical Capabilities Proactivity in Seeking My Business Close Proximity of Other Providers Regulatory/Mandated Requirements Other*</p>	*See comments above

### NAVFAC Client Survey: Narrative Items

N1	Please describe the one thing you like <u>most</u> about doing business with NAVFAC.
N2	Please describe the one thing you like <u>least</u> about doing business with NAVFAC. (Note: If you would like to be contacted about a product/service issue, please provide your name, email address and/or phone number with your narrative)
	<p>The following drop down list is provided for each narrative item:</p> <ul style="list-style-type: none"><li>Cost</li><li>Quality</li><li>Timeliness</li><li>Communication</li><li>Workforce Competencies</li><li>Innovation</li><li>Acquisition Tools</li><li>Proximity/Ease of Access</li></ul>